

- **Staff Selection**

- Staff in **Available** have applied to the event and you have not contacted them or decided to book them.

- Staff who remain in this box, do so because of a few main reasons
  - The event is full and there are enough backups
  - They are not eligible to work the event (REMOVE FROM AVAILABLE)
    - They do not have the correct skillset
    - They are not approved by HR because of missing onboarding items
    - They were un-booked from the event
- While staff remain in this box, it will appear as “pending” on their end in the app.

**THE FIRST THING YOU DO WHEN A RESPONSE COMES IN, IS TO CHECK THE NOTES ON THE STAFF MEMBER AND FOR PROPER ONBOARDING**

- Click on their name and a profile box will pop up
  - Scroll to the bottom of their profile and there will be a line with general notes
    - You are looking for any details that would eliminate them from eligibility for this shift
  - Click on the “COMMENTS” tab on the far left
    - You will look through the event comments list for the same thing
- Check for proper onboarding paperwork. There will be a note in parenthesis after their last name with any missing items.
  - Example: Kloverstrom (PO1)
  - If the staff member has a note of “[PO1](#)”, this means that they haven’t worked their first event and are “pending onboarding.”
    - If this is their first event, you can book them
      - If the event is a multiple day event, you can only book them on day 1 without paperwork. They will not be permitted to work the other days
        - Contact the staff member right away and inform them of this.
          - You should just make it a point to get the paperwork from staff before booking them on multiple day events at all.
      - If you look in the events tab and see that they have worked their 1<sup>st</sup> event already but are still missing paperwork, contact HR right away and DO NOT BOOK
      - If the staff member has a note next to their name of “[PBG 1.1.20](#)”, this means that they worked their first event, and they are in pending background status. DO NOT BOOK

**As responses are coming in from the Ubeya announcement, you will need to engage with them as soon as you can. You do not want to lose staff to not engaging with them.**

- Choose [Roster Manager](#) or [Captain](#) first, if possible. Otherwise, select the most appropriate candidate from the applicants as they come in.
  - On Corporate Staffing Partner events with multiple people, you will want to select a person who you trust to handle check in and out for the event and designate them as your Roster Manager.

- This is typically reserved for your veteran staff members who have proven themselves.
  - Roster Managers do not manage the event or the staff. Their main job is to help with admin duties like check in/out and event comments
  - The Roster Manager must let the Staffing Manager know if any staff are missing no later than 15 minutes before event start time.
  - After the event is over, the Roster Manager needs to put comments in the app about the event and comments about each individual staff member and give each staff a star rating.
  - They are required to send a signed roster to Staffing Manager
  - Roster Managers receive \$1/hr more than the announced rate ONLY if they complete the duties.
- We only staff Captains on events where the client specifically pays for a Captain
  - Captains receive \$2/hr more than the announced rate only if they complete the required duties.
  - The Captain manages all aspects of the event at the request and guidance of the client
  - The Captain must let the Staffing Manager know if any staff are missing no later than event start time.
  - After the event is over, the Captain needs to put comments in the app about the event and comments about each individual staff member and give each staff member a star rating.
  - They are required to send a signed roster to Staffing Manager on events where a roster was required.
- To give a Roster Manager or Captain permission to communicate with other staff on the event and to see their direct contact info, you must give them “Captain” access.
  - Hover your cursor to the right of their name in the “Booked” sub box. You will see a circle with a “C” in it. Click that.
    - This will send them a notification that they have Captain permissions.
      - You will need to let Roster Managers know that this does not mean they are running the event, it merely gives them access to items in the app like the ability to clock people in and out.
- For those who have applied, and you want to select them to work the event, click the green arrow pointing to the right. This will move that name to the selected sub box.
  - When you do this, the staff will not know they are selected. Use this selected area as a staging place for staff that you may use, as you are waiting for more responses.
    - A staff member who is in selected means that the Staffing Manager intends on booking them but hasn’t done so because a few possible reasons
      - The staff member hasn’t been reached yet
      - The Staffing Manager is waiting on a response from another staff member
      - The event is full and the staff in the selected area are the backups
      - The staff member was booked but was removed from the shift
    - Once the event is full, you will remove any staff from selected unless they are an actual backup.
      - No staff should remain in selected unless there is a note attached to their name explaining why they are there
        - I.e) “confirmed backup”

- Any staff that you want to book for the event, click the green arrow pointing to the right in the “booked” box.
  - This will move the staff member to the [booked](#) sub box and a notification that they are booked will be sent to them automatically.
    - When a staff member is booked, they will have access to the specific event details like the actual address and any other information that was hidden.
- If the event is full and you have enough backups, click the trash can icon in the available sub box.
  - When you do this, the staff will receive a notification that says, “Sorry, you were not chosen for this event but keep applying to events.”